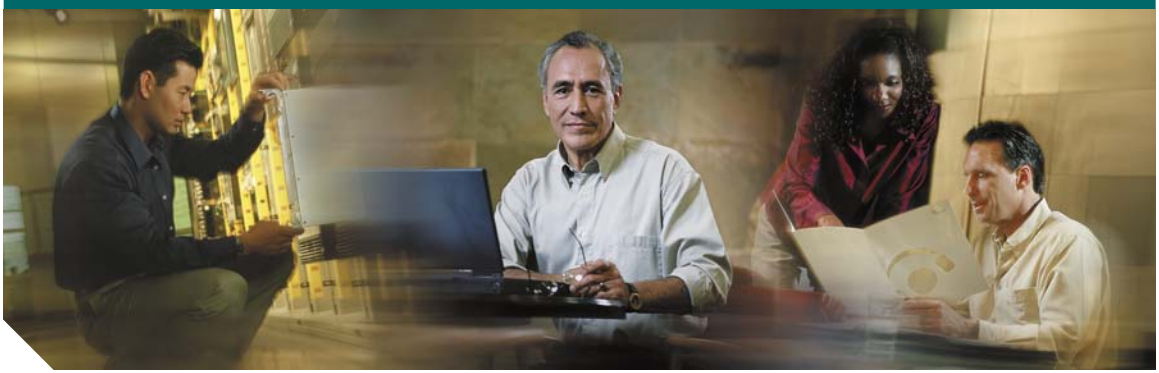
Phone Guide



Cisco IP Phone 7960G and 7940G for Cisco CallManager 4.1(3)

Including License and Warranty

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Viewing and Dialing Calls

If you want to...	Then...
Redial the last number	Press **Redial**.
View your call logs	Choose > **Missed Calls**, **Received Calls**, or **Placed Calls**.
Dial from a call log	Scroll to a listing from the call log, edit the number (if needed), and go off-hook.
Edit a number in a call log	Press **EditDial** followed by << or >> to reposition the cursor or erase digits.
Dial from a corporate directory	Choose > **Corporate Directory**. Enter the first few letters and press **Search**. Then scroll to a listing and go off-hook.
Dial using the speakerphone	Press **New Call** and enter a number. Or, press before or after dialing, re-dialing or speed dialing a number.
Place a call while another call is active	Press **New Call**. The original call is placed on hold automatically.

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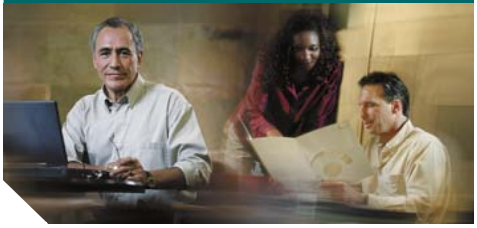
OL-4637-03

Quick Reference



Cisco IP Phone 7960G and 7940G

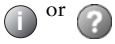
SoftKey Definitions
Button Definitions
Transferring a Call
Using Call Forward
Making Conference Calls
Viewing and Dialing Calls

SoftKey Definitions

AbbrDial	Dial using a speed dial index number
Answer	Answer a call
Barge	Add yourself to a call on a shared line
CallBack	Receive notification when a busy extension becomes available
Cancel	Cancel an action or exit a screen without applying changes
cBarge	Add yourself to a call on a shared line and establish a conference call
CFwdALL	Setup/cancel call forwarding
Clear	Delete records or settings
ConfList	View conference participants
Confrn	Create a conference call
Default	Restore settings (including volume) to original factory values
Delete	Remove characters to the right of the cursor when using EditDial
Dial	Dial an entered phone number
DirTrfr	Transfer two calls to each other
EditDial	Edit a number in a call log
EndCall	Disconnect current call
Exit	Return to the previous screen
GPickUp	Answer a call on another extension outside your group
Join	Join several calls on one line to create a conference call
MeetMe	Host a Meet-Me conference call

More	Display additional softkeys
NewCall	Make a new call
Park	Store a call using Call Park
PickUp	Answer a call on another extension in your group
Private	Allow/disallow others from viewing or barging calls on a shared line
QRT	Submit call problems to the system administrator
Redial	Redial the most recently dialed number
Remove	Remove a conference participant
Restore	Restore settings (including volume) to previously saved values
Resume	Resume a call on hold
RmLstC	Drop the last party added to conference call
Save	Save the chosen settings
Search	Search for a directory listing
Select	Select an item on the screen
Trnsfer	Transfer a call
Update	Refresh content and get the latest information
<<	Delete entered characters
>>	Move through entered characters

Button Definitions

	Messages
	Services
 or	Help
	Directories
	Settings
	Speaker
	Mute
	Headset

Transferring a Call

If you want to...	Then...
Transfer a call	During a connected call, press **Transfer** and enter the target number. When you hear the call ringing, hang up or press **Transfer** and hang up.
Transfer two current calls to each other ("direct transfer")	Scroll to each target call on the line and press **Select**. From one of the selected calls, press **more > DirTrfr**. To stay on the line with callers, use **Join** to create a conference instead.

Using Call Forward

If you want to...	Then...
Set up call forwarding for your primary line	Press **CFwdALL** and enter a target phone number.
Set up or cancel call forwarding from your computer (for any line)	Log in to your User Options web page and choose **Forward all calls...** from the main menu.
Cancel forwarding	Press **CFwdALL**.

Making Conference Calls

If you want to...	Then...
Start a standard conference call by calling participants	During a connected call, press **more > Confrn** to add another party to the call. Dial the participant's number. After connecting, press **Confrn** again. Repeat to add each participant.
Invite current callers to join a standard conference	Scroll to each target call on the line and press **Select**. From a selected call, press **more > Join**.
View a list of participants	Choose an active conference and press **ConfList**. An * indicates the initiator.
Remove a participant from the conference	If you are the conference initiator, you can press **RmLstC** or scroll to a name in the conference list and press **Remove**.

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Getting Started

How to Use this Guide

This guide provides you with an overview of the features available on your phone. You can read it completely for a solid understanding of your phone's capabilities, or refer to the table below for pointers to commonly used sections.

If you want to...	Then
Explore your phone on your own	Press or on the phone when you need assistance.
Review safety information	See the "Safety and Performance Information" section on page 2.
Connect your phone	See the "Connecting Your Phone" section on page 5.
Use your phone after it is installed	Start with the "An Overview of Your Phone" section on page 8.
Learn about the display	See the "Phone Screen Features" section on page 11.
Select calls or switch between calls	See the "Call-Handling and Navigation Tips" section on page 12.
Make calls	See the "Placing a Call" section on page 17.
Put calls on hold	See the "Using Hold and Resume" section on page 21.
Mute calls	See the "Using Mute" section on page 21.
Transfer calls	See the "Transferring a Connected Call" section on page 22.
Make conference calls	See the "Making Conference Calls" section on page 24.
Share a phone number	See the "Using a Shared Line" section on page 29.
Use your phone as a speakerphone or switch between audio devices	See the "Using a Handset, Headset, and Speakerphone" section on page 34.
Change volume levels or the ringer sound	See the "Customizing Phone Settings" section on page 36.
Set up speed dialing	See the "Setting Up Speed Dial Features" section on page 38.
View your missed calls	See the "Using Voice Messaging, Call Logs, and Directories" section on page 39.

Safety and Performance Information

Installing and Using Your Phone

Read the following safety notices before installing or using your Cisco IP Phone:

Warning **IMPORTANT SAFETY INSTRUCTIONS**

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.

SAVE THESE INSTRUCTIONS

Warning **Read the installation instructions before you connect the system to its power source.**

Warning **Ultimate disposal of this product should be handled according to all national laws and regulations.**

Warning **Do not work on the system or connect or disconnect cables during periods of lightning activity.**

Warning **To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to telephone network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports use RJ-45 connectors. Use caution when connecting cables.**

Caution Inline power circuits provide current through the communication cable. Use the Cisco provided cable or a minimum 24 AWG communication cable.

Warning **The power supply must be placed indoors.**

Using an External Power Supply

The following warnings apply when you use the external power supply with the Cisco IP Phone:

Warning **This product relies on the building's installation for short-circuit (over current) protection. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15A U.S. (240 VAC, 10A international) is used on the phase conductors (all current-carrying conductors).**

Warning **The device is designed to work with TN power systems.**

Warning **The plug-socket combination must be accessible at all times because it serves as the main disconnecting device.**

Caution Only use the Cisco specified power supply with this product.

Using External Devices with Your Cisco IP Phone

The following information applies when you use external devices with the Cisco IP Phone:

Cisco recommends the use of good quality external devices (speakers, microphones, and headsets) that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

Depending on the quality of these devices and their proximity to other devices such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of the following actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of the system because Cisco has no control over the quality of external devices, cables, and connectors. The system will perform adequately when suitable devices are attached using good quality cables and connectors.

Caution In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

Cleaning the Phone Screen

Gently wipe the phone screen with a soft, dry cloth. Do not use any liquids or powders on the phone. Using anything other than a soft, dry cloth can contaminate phone components and cause failures.

Where to Find Additional Information

You can access the most current Cisco documentation on the World Wide Web at this URL:

http://www.cisco.com/univercd/home/home.htm

You can access the Cisco website at this URL:

http://www.cisco.com/

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

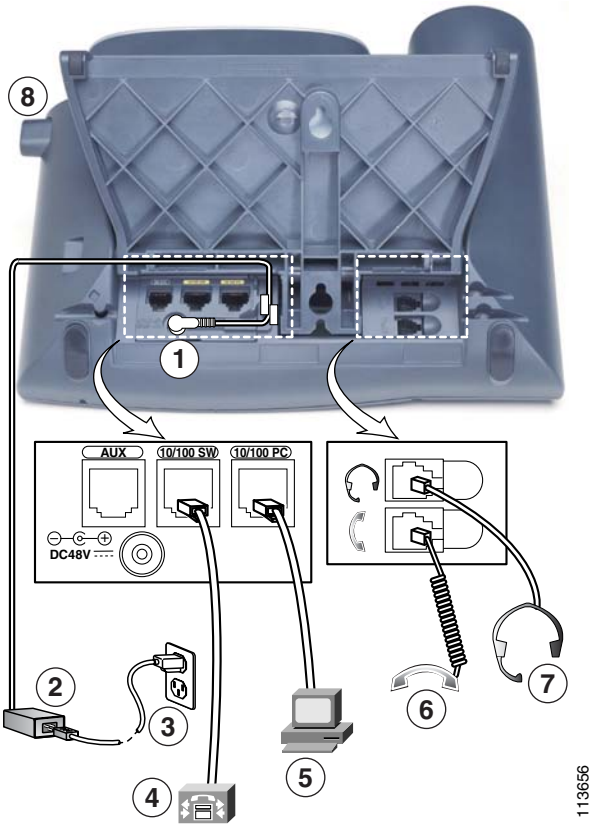
More Information about Customizing Your Phone on the Web

Your Cisco IP Phone is a network device that can share information with other network devices in your company, including your computer. You can use your Cisco CallManager User Options web pages to establish and customize phone services and to control phone features and settings from your computer. This guide provides a brief overview of these capabilities. For complete instructions, refer to *Customizing Your Cisco IP Phone on the Web* at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

Connecting Your Phone

Your system administrator will likely connect your new Cisco IP Phone to the corporate IP telephony network. If that is not the case, refer to the graphic and table below to connect your phone.



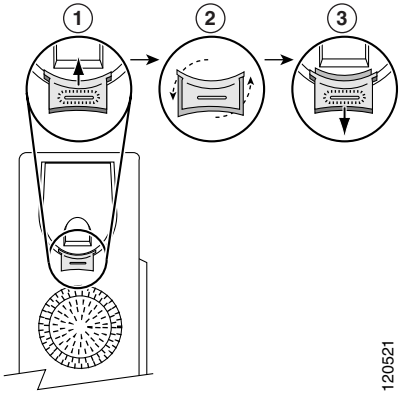
1	DC adaptor port (DC48V) for phones not provided with inline power	**5**	Access port (10/100 PC) for connecting your phone to your computer
2	AC-to-DC power supply	**6**	Handset port
3	AC power cord	**7**	Headset port
4	Network port (10/100 SW) for connecting to the network	**8**	Footstand button

Adjusting the Footstand

To change the angle that your phone sits on your desktop, adjust the footstand while pressing the footstand button.

Adjusting the Handset Rest

When you connect your phone, you might want to adjust the handset rest to ensure that the receiver will not slip out of the cradle. See the table below for instructions.



1	Set the handset aside and pull the square plastic tab from the handset rest.
2	Rotate the tab 180 degrees.
3	Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.

Registering with TAPS

After your phone is connected to the network, your system administrator might ask you to auto-register your phone using TAPS (Tool for Auto-Registered Phones Support). TAPS might be used for a new phone or to replace an existing phone.

To register with TAPS, pick up the handset, enter the TAPS extension provided by your system administrator, and follow the voice prompts. You might need to enter your entire extension, including the area code. After your phone displays a confirmation message, hang up. The phone will re-start.

Headset Information

To use a headset, connect it to the headset port on the back of your phone.

Although Cisco Systems performs some internal testing of third-party headsets for use with the Cisco IP Phones, Cisco does not certify or support products from headset or handset vendors. Because of the inherent environmental and hardware inconsistencies in the locations where Cisco IP Phones are

deployed, there is not a single “best” solution that is optimal for all environments. Cisco recommends that customers test the headsets that work best in their environment before deploying a large number of units in their network.

In some instances, the mechanics or electronics of various headsets can cause remote parties to hear an echo of their own voice when they speak to Cisco IP Phone users.

Cisco Systems recommends the use of good quality external devices, like headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of these devices and their proximity to other devices such as cell phones and two-way radios, some audio noise may still occur. See the “Using External Devices with Your Cisco IP Phone” section on page 3 for more information.

The primary reason that a particular headset would be inappropriate for the Cisco IP Phone is the potential for an audible hum. This hum can be heard by either the remote party or by both the remote party and you, the Cisco IP Phone user. Some potential humming or buzzing sounds can be caused by a range of outside sources, for example, electric lights, being near electric motors, large PC monitors. In some cases, a hum experienced by a user may be reduced or eliminated by using a local power cube (CP-PWR-CUBE-2). See the “Using an External Power Supply” section on page 3 for more information.

Subjective to the User

Beyond the physical, mechanical and technical performance, the audio portion of a headset must sound good to you (the user) and to the party on the far end. Sound is subjective and Cisco cannot guarantee the performance of any headsets or handsets, but some of the headsets and handsets on the sites listed below have been reported to perform well on Cisco IP Phones.

Nevertheless, it is ultimately still the customer's responsibility to test this equipment in their own environment to determine suitable performance.

For information about headsets, see:

http://vxicorp.com/cisco

http://plantronics.com

An Overview of Your Phone

The Cisco IP Phone 7960G or 7940G is a full-feature telephone that provides voice communication over the same data network that your computer uses, allowing you to place and receive phone calls, put calls on hold, speed dial numbers, transfer calls, make conference calls, and so on.

In addition to basic call-handling features, your phone supports specialized or advanced telephony features that can extend and customize your call-handling capabilities.

Your Cisco IP Phone also provides you with:

- Access to network data and services—You can access specialized web-based services from your phone
- Online control from your User Options web pages—You can customize your phone's features using a web browser on your computer
- An online help system—You can obtain information about features, buttons, softkeys, and menu items directly from your phone

Buttons and Hardware

Some of the hardware features on your Cisco IP Phone include:

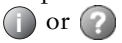
- Buttons for speakerphone mode and headset mode
- Four softkey buttons for access to telephony features
- Four feature buttons for access to messages, directories, services, and settings
- Programmable buttons for phone lines, features, speed-dial numbers, and services
- A help button for on-the-spot information

Refer to the following illustrations and table for details.

Figure 1 Cisco IP Phone 7960

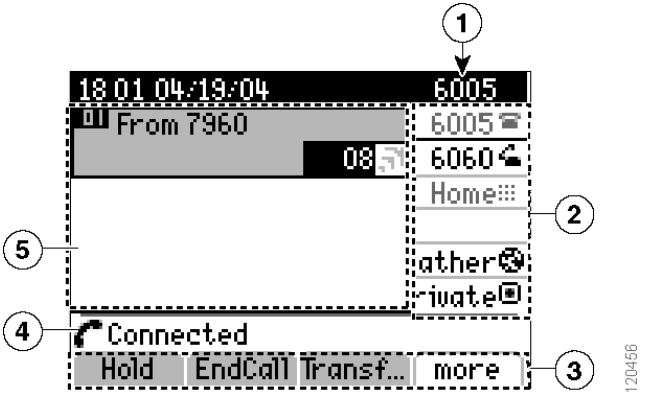
Figure 2 Cisco IP Phone 7940

1	Handset light strip	Indicates an incoming call or new voice message.
2	Phone screen	Shows phone features. See the “Phone Screen Features” section on page 11.

3	Model type	Indicates your Cisco IP Phone model.
4	Programmable buttons	Depending on configuration, programmable buttons provide access to: • Phone lines (line buttons) • Speed-dial numbers (speed-dial buttons) • Web-based services (for example, a Personal Address Book button) • Phone features (for example, a Privacy button)
5	Footstand button	Allows you to adjust the angle of the phone base.
6	Directories button	Opens/closes the Directories menu. Use it to access call logs and corporate directories. See the "Using Call Logs and Directories" section on page 40.
7	Help button 	Activates the Help menu. See the "Getting Help on Your Phone" section on page 16.
8	Settings button	Opens/closes the Settings menu. Use it to control phone screen contrast and ring sounds. See the "Customizing Phone Settings" section on page 36.
9	Speaker button	Toggles the speakerphone on or off.
10	Mute button	Toggles the Mute feature on or off.
11	Headset button	Toggles the headset on or off.
12	Volume button	Controls the volume and other settings. See the "Customizing Phone Settings" section on page 36.
13	Services button	Opens/closes the Services menu. See the "Accessing Your User Options Web Pages" section on page 41.
14	Messages button	Typically auto-dials your voice message service (varies by service). See the "Accessing Voice Messages" section on page 39.
15	Navigation button	Allows you to scroll through menus and highlight items. Use in conjunction with softkeys to activate highlighted items.
16	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
17	Softkey buttons	Each activates a softkey option (displayed on your phone screen).

Phone Screen Features

This is what your main phone screen might look like with an active call. The table below provides a basic overview of phone screen features.



1	Primary phone line	Displays the phone number (extension number) for your primary phone line.
2	Programmable button labels	Indicate the configuration for programmable buttons on your phone: Phone lines—Each corresponds to a line button. You might have one line or multiple lines assigned to your phone. Speed-dial numbers—Each corresponds to a speed-dial button. See "Setting Up Speed Dial Features" section on page 38 for details. Phone services—Each corresponds to a web-based phone service. (For example, a Personal Address Book button). Phone feature—Each corresponds to a specific feature. (For example, a Privacy button.)
3	Softkey labels	Each displays a softkey function. Activate a softkey by pressing (the corresponding softkey button).
4	Status line	Displays audio mode icons, status information, and prompts.
5	Call activity area	Displays current calls for the highlighted line and includes detailed information such as caller ID, call duration, and call state. (In the illustration above, line "6060" is highlighted.) See the "Viewing Calls and Switching Between Calls" section on page 14 for related information.

Understanding Feature Functionality and Availability

The operation of your Cisco IP Phone and the features available to you may vary, depending on the call processing agent used by your company and also on how your company's phone support team has configured your phone system. Therefore, some of the features included in this Phone Guide might not be available to you or might work differently on your phone system. Contact your support desk or system administrator if you have questions about feature operation or availability.

Call-Handling and Navigation Tips

These guidelines can help you handle calls and navigate menus on your Cisco IP Phone.

Going On-Hook and Off-Hook

Some phone tasks and instructions differ depending on whether the phone is *on-hook* or *off-hook*.

- On-Hook—The phone handset is resting in the cradle, no calls are active, and you do not have an active dial tone. Your phone provides *on-hook dialing,* which enables you to enter or choose phone numbers before activating the call. When your phone is on-hook, this icon appears next to each phone line:
- Off-Hook—The phone handset is lifted from the cradle, the speakerphone is active, or any of several other methods are used to get a dial tone or to answer an incoming call. When your phone is off-hook, this icon appears next to the appropriate phone line:

Understanding Lines vs. Calls

It is sometimes easy to confuse *lines* and *calls* on your phone. Use these tips to avoid confusion:

Lines

The Cisco IP Phone 7960G supports up to six lines and the Cisco IP Phone 7940G supports up to two lines. The number of lines available on your phone depends on how your system administrator has configured your phone's programmable buttons. To see how many lines you have, look at the line area of your phone screen. You have as many lines as you have phone numbers.

Calls

Each line can support multiple calls. Therefore, you might find yourself handling several calls on one phone line. The default configuration is four calls per line, but your system administrator can adjust this number according to your needs. Regardless of the number of lines, your phone supports a maximum of 200 calls at a time.

Understanding Call Icons

Your phone displays icons to help you determine the call state (whether the call is on hold, ringing, connected, and so on). Call state icons appear in the call activity area next to specific calls.

Icon	Call State	Description
	Connected call	You are currently connected to the other party. Many phone features require that you have a connected call.
	Incoming call, ringing	An incoming call is ringing on one of your lines. See the "Answering a Call" section on page 20 for details.
	Outgoing call, ringing	An outgoing call is ringing on the other party's line. See the "Placing a Call" section on page 17 for details.
	Call on hold	You have put this call on hold. (When displayed next to a phone line, this icon indicates that all calls on the line are on hold.)
	Outgoing call, busy line	The outgoing call that you placed has reached a busy line.
	Remote-in-use	Another phone that shares your line has a connected call. See the "Using a Shared Line" section on page 29 for details.
	Authenticated call	See the "Making and Receiving Secure Calls" section on page 32 for a description of this icon.
	Encrypted call	See the "Making and Receiving Secure Calls" section on page 32 for a description of this icon.

Selecting Calls

Many phone features require that you select the calls you want to use with a particular feature. For example, if you have four held calls, but only want to join two of them to a conference call, you can select the calls that you want to add to the conference before activating the feature.

If you want to...	Then...
Highlight a call	Use the Navigation button to scroll through the call list. Highlighted calls appear slightly darker than other calls.
Select a call	Highlight a connected or held call and press **Select**. Selected calls are indicated with a next to them.
Verify selected calls	Use the Navigation button to scroll through the list of calls. Selected calls are indicated with a and are grouped together in the call list.

Viewing Calls and Switching Between Calls

These tips can help you switch between calls on one or more lines. If the call you want to switch to is not automatically highlighted, use the Navigation button to scroll to it.

If you want to...	Then...
Switch between calls on one line	Highlight the call you are switching to and press **Resume**. The other call is placed on hold automatically.
Switch from a connected call to answer a ringing call	Press **Answer** or press for the line with the incoming call. Doing so automatically places the first call on hold.
Switch between calls on different lines	Press for a line that has a call on hold. (The line displays the call-on-hold icon .) If there is a single call holding on the line, it will resume automatically. If there are multiple calls holding on the line, scroll to the specific call (if necessary) and press **Resume**.
See all calls on a specific line	Press or , then immediately press the line button. Doing so shows call details but will not impact the call state; it is therefore useful if you are talking on one line and want to view held calls on another line.
See an overview of line activity (one call per line)	Press for the highlighted line. (A line appears highlighted when the calls associated with it are displayed on the phone screen.) Doing so prompts the phone to switch to *call overview mode* and display one call per line. This call is either the active call or, if all calls are on hold, the held call with the longest duration. To return to the standard view, press or , then immediately press the line button.

Tips

- Only one call can be active; other calls will be placed on hold automatically.
- When you have multiple calls on one line, calls with the highest precedence and longest duration display at the top of the call list. See the "Prioritizing Critical Calls" section on page 33.
- Calls of a similar type are grouped together in the call list. For example, calls that you have interacted with are grouped near the top, selected calls are grouped next, and calls that you have not yet answered are grouped last.

Choosing Phone Screen Items

To choose an item on the phone screen...	Do this...
By scrolling	Press the Navigation button to highlight an item in a list. Press a relevant softkey such as **Select** or **Dial** to finish the action.
By item number	Press the corresponding number on your keypad. For example, press **4** to choose the fourth item in a menu.

Using Feature Menus

If you want to...	Then...
Open or close a feature menu	Press a feature button: Messages Services Directories Settings or Help
Scroll through a list or menu	Press the **Navigation** button.
Go back one level in a feature menu	Press **Exit**. (Note that if you press Exit from the top-level of a menu, the menu will close.)

Entering and Editing Text

If you want to...	Then...
Enter a letter on your phone screen	Press the appropriate keypad number one or more times to select a letter (with or without capitalization) from the pop-up menu. When you pause, the cursor automatically advances to allow you to enter the next letter.
Delete within an entry or move your cursor	Press **<<** or **Delete** to remove a letter or digit. Press **>>** to move the cursor to the right.

Getting Help on Your Phone

Your Cisco IP Phone provides on-the-spot help with specific buttons and features. Help topics appear on the phone screen. See the table below for details.

If you want to...	Then...
Learn about a button or softkey	Press or once then immediately press a button or softkey.
Learn about a menu item	Press , , or to display a feature menu. Highlight a menu item, then press or twice quickly.
Get help using Help	Press or twice quickly (without first selecting a menu item).
View network statistics for an active call	Press or twice quickly during an active call.

Understanding Button Icons

Your phone might have words printed on some buttons instead of icons. However, this Phone Guide uses images of buttons with icons. For a description of button icons used in this book, see the "Buttons and Hardware" section on page 8, or refer to the "Button Definitions" section of the Quick Reference tear-out card at the front of this book.

Basic Call Handling

This section covers basic call-handling tasks such as placing, answering, and transferring calls. The features you use to perform these tasks are standard and available on most phone systems.

Placing a Call

To place a call, pick up the handset and dial. Or use one of the other options outlined in the table below.

If you want to...	Then...
Dial on-hook (no dial tone)	Enter a phone number and do one of the following actions to go off-hook: • Lift the handset • Press or • Press **Dial** • Press (a line button)
Dial using the speakerphone	Press **New Call** and enter a phone number. Or, you can press before or after dialing, re-dialing or speed dialing a number. Many of the actions that you can take to dial will automatically trigger speakerphone mode, if the handset is in its cradle and is not lit. These actions include pressing **Redial** or a speed dial button.
Redial the most recently dialed number	Press **Redial**. By default, Redial uses your primary line. However, you can open a secondary line and then press **Redial**. To open a line, press .
Speed dial a number	Do one of the following: • Press (a speed-dial button) before or after going off-hook. • Enter a speed dial index number (1-99 on the keypad) while on-hook and press **AbbrDial**. For details, see the "Setting Up Speed Dial Features" section on page 38.
Place a call when another call is active (using a new line)	Press for the new line. Doing so automatically places the first call on hold.
Place a call when another call is active (using the same line)	Press **Hold**, next press **New Call**, then dial, re-dial, or speed dial a number. Or, continue to talk on the active call while preparing to dial from a call log or corporate directory. (See the next two rows in this table for details.)

If you want to...	Then...
Dial from a call log	Choose **> Missed Calls**, **Received Calls**, or **Placed Calls**, then scroll to a listing and go off-hook. To add a prefix or other digits, press **EditDial**. If you want to dial from a call log while on an active call, scroll to a listing and press **Dial**. Then choose a softkey to handle the original call: • **Hold**—Puts the first call on hold and dials the second. • **EndCall**—Disconnects the first call and dials the second. • **Transf**—Transfers the first party to the second. (Press **Transf** twice.) • **Confrn**—Creates a conference call with all parties. (Press **Confrn** twice.)
Dial from a corporate directory on the phone	Choose **> Corporate Directory** (name can vary). Use your keypad to enter letters, then press **Search**. To dial, scroll to a listing and go off-hook. If you want to dial from a directory while on an active call, scroll to a listing and press **Dial**. Then choose a softkey to handle the original call: • **Hold**—Puts the first call on hold and dials the second. • **EndCall**—Disconnects the first call and dials the second. • **Transf**—Transfers the first party to the second. (Press **Transf** twice.) • **Confrn**—Creates a conference call with all parties. (Press **Confrn** twice.)
Dial from a corporate directory web page	Use the Cisco WebDialer feature. Open a web browser and go to your company directory. Click on a phone number in the directory. Click **Dial** to place the call. Click **Hangup** to end the call. See the *Customizing Your Cisco IP Phone on the Web* guide for more details: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
Dial using a headset	Do one of the following: • If is unlit, press it before or after dialing, re-dialing, or speed-dialing a number. • If is lit, press **New Call**, **Redial**, or (a line button or speed dial button). Or, enter a phone number and press **Dial**.
Receive notification when a busy or ringing extension becomes available	Call the number and press **CallBack** while listening to the busy tone or ring sound. Hang up. When the extension becomes available, your phone will provide you with an audio and visual alert. (The callback to this number is not automatic; you must place the call.) CallBack is a special feature that your system administrator might configure for your phone. Note that CallBack will fail if the other party has call forwarding enabled.
Make a priority (precedence) call	Enter the MLPP access number (provided by your system administrator) followed by the phone number. For more details, see the "Prioritizing Critical Calls" section on page 33.

If you want to...	Then...
Dial from a Personal Address Book (PAB) entry or Fast Dial code	Choose > **PAB service** or **Fast Dial service** (exact names might vary). To dial from a listing, scroll to it and go off-hook. For help subscribing to the PAB or Fast Dial service, see the "Accessing Your User Options Web Pages" section on page 41.
Place a call using a billing or tracking code	Dial a number and enter a client matter code (CMC) or a forced authorization code (FAC) when prompted by a distinctive tone. Your system administrator will tell you if you need to enter CMC or FAC codes and can provide you with detailed instructions.
Place a call using your Cisco Extension Mobility profile	Make sure that you are logged in to Extension Mobility (EM) on the phone that you are trying to use. **Choose** > **EM Service** (exact name might vary). Then use your keypad to enter login information. If you are using a phone in a shared workspace, you might need to log in to EM before you can access certain features or complete a call. EM is a special feature that your system administrator can assign to phones and phone users. Refer to *Customizing Your Cisco IP Phone on the Web*: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
Make a video call	Check the phone screen display for this icon: If the icon is present, your phone is video-enabled and can support Cisco VT Advantage. This enables you to make video calls using your Cisco IP Phone, your personal computer, and an external video camera. Contact your system administrator for assistance and refer to *Cisco VT Advantage Quick Start Guide* and *Cisco VT Advantage User Guide*: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

Tips

- If you make a mistake while entering a phone number, press **<<** to erase one or more digits. Press **Cancel** to exit the dialing attempt.
- If you are dialing with the phone on-hook, you cannot use * or # as the leading digit. If you need to use these keys, dial with the phone off-hook.
- If you cannot hear a dial tone or complete a phone call, one or more of the following factors might apply. If necessary, ask your system administration for more information.
  - You need to log into the Extension Mobility service from the button on your phone.
  - You need to enter a client matter code or forced authorization code after dialing a number.
  - Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.

Answering a Call

To answer a call, go-off hook by picking up the handset. Or see the table below for more options.

If you want to...	Then...
Answer with a headset	Press , if unlit. Or, if is already lit, press **Answer** or (the line button for the incoming call).
Answer with the speakerphone	Press , **Answer**, or (the line button for the incoming call).
Switch from a connected call to answer a ringing call	Press **Answer** or (the line button for the incoming call). Doing so answers the new call and automatically places the first call on hold. See the "Using Hold and Resume" section on page 21 for more information.
Answer a call using call waiting	Ask your system administrator to set up the Call Waiting feature for your phone. When this feature is enabled, you will hear a call waiting tone and see caller ID information if a new call comes in while you are on another call. To answer the call, press **Answer**. To return to the original call, you must put this call on hold. See the "Using Hold and Resume" section on page 21.
Automatically connect an incoming call after a ring or two	Ask your system administrator to set up the AutoAnswer feature. For more information, see the "Using AutoAnswer with a Headset or the Speakerphone" section on page 35.
Retrieve, or allow someone else to retrieve, a held call on another phone (such as a phone in a conference room)	Use Call Park. See the "Storing and Retrieving Parked Calls" section on page 27.
Use your phone to answer a call that is ringing on another phone	Use Call Pickup. See the "Using a Shared Line" section on page 29.
Answer a priority call	Hang up the current call and press **Answer**. See the "Prioritizing Critical Calls" section on page 33.
Send an incoming call directly to the voice messaging system	Press **iDivert**. The call is automatically transferred to your voice message greeting.

Ending a Call

To end a call, hang up. See the table below for details.

If you want to...	Then...
Hang up while using the handset	Return the handset to its cradle or press **EndCall**.
Hang up while using the headset	Press . If you want to keep headset mode activated (keep the button lit after hanging up), press **EndCall**.
Hang up while using the speakerphone	Press or **EndCall**.
Hang up one call but preserve another call on the same line	Press **EndCall**. If necessary, remove the call from hold first.

Using Hold and Resume

Only one call can be active at any given time; all other calls must be placed on hold.

If you...	Then...
Want to put a call on hold	Make sure the call you want to put on hold is highlighted and press **Hold**.
Want to remove a call from hold on the current line	Scroll to the specific call (if necessary) and press **Resume**.
Want to remove a call from hold on a different line	Press for the line that has the held call. (The line displays the call-on-hold icon .) If there is a single call holding on this line, the call will resume automatically. If there are multiple calls holding on the line, scroll to the specific call (if necessary) and press **Resume**.

Tip

Engaging the Hold feature typically generates music or a beeping tone. For this reason, avoid putting a conference call on hold.

Using Mute

Mute disables the audio input for your handset, headset, speakerphone, and external microphone. With Mute enabled, you can hear other parties on a call but they cannot hear you.

If you want to...	Then...
Toggle Mute on	Press .
Toggle Mute off	Press .

Transferring a Connected Call

Transfer redirects a connected call. The *target* is the number to which you want to transfer the call.

If you want to...	Then...
Transfer a call without talking to the transfer recipient	Press **Transfer** and enter the target number. When you hear the call ringing, hang up. If your system administrator did not enable on-hook transfer, you must press **Transfer** again to complete the transfer. To cancel the transfer, press **EndCall**.
Talk to the transfer recipient before transferring a call (consult transfer)	Press **Transfer** and enter the target number. Wait for the transfer recipient to answer. If the recipient accepts the transferred call, press **Transfer** again. If the recipient refuses the call, press **Resume** to return to the original call. If your system administrator did not enable on-hook transfer, you must press **Transfer** again to complete the transfer. To cancel the transfer, press **EndCall**.
Transfer two current calls to each other (direct transfer)	Scroll to highlight any call on the line and press **Select**. Repeat this process for the second call. With one of the selected calls highlighted, press **DirTrfr**. (You might need to press **more** to see **DirTrfr**.) The two calls connect to each other and drop you from the call. If you want to stay on the line with the callers, use **Join** to create a conference instead. For details, see the "Making Conference Calls" section on page 24.

Tips

- When on-hook transfer is enabled, you can either hang up or press **Transfer,** then hang up.
- If on-hook transfer is not enabled on your phone, be aware that hanging up instead of pressing **Transfer** cancels the transfer action and places the party to be transferred on hold.
- You cannot use **Transfer** to redirect a call on hold. Press **Transfer** to remove the call from hold before transferring it.

Forwarding Your Calls to Another Number

You can use Call Forward All to redirect your incoming calls from your Cisco IP Phone to another number.

Note Enter the Call Forward All target number exactly as you would dial it from your desk phone. For example, enter an access code such as 9 or the area code, if necessary.

If you want to...	Then...
Set up call forwarding on your primary line	Press **CFwdALL** and enter a target phone number.
Cancel call forwarding on your primary line	Press **CFwdALL**.
Verify that call forwarding is enabled on your primary line	Look for this icon above the primary line: . Also, check the status line near the bottom of the phone screen; it displays the call forwarding target number.
Set up or cancel call forwarding for any line	Log in to your User Options web pages, choose your device, then choose **Forward all calls...** from the main menu. You can set up or cancel call forwarding for each line on your phone. See the "Logging In to the User Options Web Pages" section on page 41 for login instructions. When call forwarding is enabled for any line other than the primary line, your phone does not provide you with any confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options pages.

Tips

- You can forward your calls to a traditional analog phone or to another IP phone (although your system administrator might restrict the call forwarding feature to numbers within your company).
- You must configure this feature per line; if a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.

Making Conference Calls

Your Cisco IP Phone allows you to join three or more people into one telephone conversation, creating a conference call.

Types of Supported Conference Calls

There are two types of conference calls: Standard and MeetMe.

Standard Conference Calls

In standard (or "ad hoc") conference calls, the conference organizer must call participants to add them to the conference. Using your Cisco IP Phone, you can create standard conference calls in different ways, depending on your needs and your phone's configuration:

- **Confrn**—Use this softkey to establish a standard conference by calling each participant. Standard conference calling is a default feature available on most phones.
- **Join**—Use this softkey to establish a standard conference among several calls already on one line.
- **cBarge**—Use this softkey to add yourself to an existing call on a shared line and to turn the call into a standard conference call. This is an optional feature available only for shared lines, and your system administrator must configure it for you. See the "Using a Shared Line" section on page 29 for details.

See the "Starting and Joining a Standard Conference" section on page 25 for additional instructions.

MeetMe Conference Calls

MeetMe conferencing allows participants to join a conference by calling the conference number directly, rather than waiting for the conference initiator to call them.

To start a MeetMe conference, use the MeetMe softkey on your phone, then dial the MeetMe phone number provided to you by your system administrator. To participate in a MeetMe conference, dial the MeetMe phone number at a specified time. Conference participants hear a busy tone if they call into the conference before the conference initiator has dialed in. Once the conference initiator has dialed in, the MeetMe conference is established and can continue even if the conference initiator disconnects. Note that MeetMe conferencing is a special feature that your system administrator must configure for you.

See the "Starting or Joining a MeetMe Conference Call" section on page 26 for additional instructions.

Starting and Joining a Standard Conference

A standard conference allows at least three people to participate in a single call. See the table below for details.

If you want to...	Then...
Start a standard conference call by calling participants	During a connected call, press **Confrn** to add another party to the call. (You may need to press the **more** softkey to see **Confrn**.) Enter the conference participant's phone number. After the call connects and you have spoken to the conference participant, press **Confrn** again to add this party to your call. Repeat to add additional participants.
Invite current callers to join a standard conference	With two or more calls on a single line, scroll to highlight any call on the line and press **Select**. Repeat this process for each call you want to add to the conference. From one of the selected calls, press **Join**. (You may need to press the **more** softkey to see **Join**.) Note that the active call is selected and added to the conference automatically.
Participate in a standard conference	Answer the phone when it rings. You do not need to do anything special to participate in a standard conference call.
Barge (add yourself to) a call on a shared line and turn the call into a standard conference call	Highlight a remote-in-use call on a shared line and press **cBarge**. (You may need to press the **more** softkey to display **cBarge**.) Other parties on the call will hear a barge tone. See the "Using a Shared Line" section on page 29 for details.
View a list of conference participants	Highlight an active conference, and press **ConfList**. Participants are listed in the order in which they join the conference with the most recent additions at the top.
Get an updated list of conference participants	While viewing the conference list, press **Update**.
See who started the conference	While viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.
Drop the last party added to the conference	Highlight the participant's name at the top of the conference list and press **Remove**. (The last participant is always listed at the top of the list.) Or, when not viewing the conference list, press **RmLstC**. You can remove participants only if you initiated the conference call.

If you want to...	Then...
Remove any conference participant	Highlight the participant's name and press **Remove**. You can remove participants only if you initiated the conference call.
End your participation in a standard conference	Hang up or press **EndCall**. If you did not initiate the conference call, hanging up will not disrupt the connection for the remaining parties. If you initiated the conference call, hanging up might end the conference (depending on how your system administrator configured your phone). To avoid this, you can transfer the conference to another caller before hanging up. That caller then acts as the "virtual controller" for the conference. A virtual controller cannot add or remove parties; however, the conference continues with the established participants.

Tips

- Calls must be on the same line before you can add them to a standard conference call. If calls are on different lines, transfer them to a single line before using **Confrn** or **Join**.
- If you get an error stating, "No Participant Info" when attempting to use **Join**, be sure that you have selected at least one call in addition to the active call, which is selected automatically.
- Depending on how your phone is configured, if you leave a conference after creating it, the conference might end. See the last row of the above table for more information.

Starting or Joining a MeetMe Conference Call

MeetMe conferencing allows participants to join a conference by calling the conference number directly, rather than waiting for the conference initiator to call them. See the table below for details.

If you want to...	Then...
Establish a MeetMe conference	Press **NewCall** or lift the receiver to go off-hook. Then press **MeetMe** and dial the MeetMe conference number. (See your administrator for a list of valid numbers.) Remember to inform participants about the conference number, so that they can dial in. However, participants will hear a busy tone if they call the conference number before you have dialed in.
Participate in a MeetMe conference	Dial the MeetMe conference number (provided by the conference initiator). You will be connected to the conference only after the conference initiator has dialed in.
End a MeetMe conference	Hang up or press **EndCall**.

Advanced Call Handling

Advanced call-handling tasks involve special (non-standard) features that your system administrator might configure for your phone depending on your call-handling needs and work environment. You will not have access to these features unless your system administrator enables them for you.

Storing and Retrieving Parked Calls

You can "park" a call when you want to store the call so that you or someone else can retrieve it from another phone in the Cisco CallManager system (for example, a phone at a co-worker's desk or in a conference room). Call Park is a feature that your system administrator must enable for you.

If you want to...	Then...
Store an active call using Call Park	During a call, press **Park**. (You may need to press the **more** softkey to see **Park**.) This prompts your phone to store the call. Note the call park number displayed on your phone screen and hang up.
Retrieve a parked call	Enter the call park number from any Cisco IP Phone in your network to connect to the call. You have a limited amount of time to retrieve the parked call before it reverts to ringing at its original destination. See your system administrator for this time limit.

Picking Up Redirected Calls on Your Phone

Your system administrator might enable Call PickUp for your phone if you share call-handling responsibilities with co-workers. Call PickUp allows you to answer a call that is ringing on a co-worker's phone by redirecting the call to your phone. You can use Call PickUp features to handle calls for co-workers who are in your call pickup group (**PickUp**), who are in another pickup group (**GPickUp**), or who are in a group associated with your group (**OPickUp**).

If you want to...	Then...
Answer a call that is ringing on another extension within your call pickup group	Press **PickUp** to connect to the call. (You might have to go off-hook to press **PickUp**.) If your system administrator did not enable auto-pickup, the call will ring on your phone when you press **PickUp**. In this case, press **Answer** to connect to the call.
Answer a call that is ringing on another extension outside of your group	Press **GPickUp**. (You might have to go off-hook to press **GPickUp**.) Enter the group pickup code provided by your system administrator to connect to the call. If your system administrator did not enable auto-pickup, the call will ring on your phone when you press **GPickUp** and enter the group pickup code. In this case, press **Answer** to connect to the call.
Answer a call that is ringing on another extension in your group or in an associated group	Press **OPickUp** to connect to the call. (You might have to go off-hook to press **OPickUp**.) If your system administrator did not enable auto-pickup, the call will ring on your phone when you press **OPickUp**. In this case, press **Answer** to connect to the call.

Tips

- When you press **PickUp** and **GPickUp**, you connect to the call that has been ringing for the longest time.
- With **OPickUp**, your system administrator can associate multiple call pickup groups with your group and assign a priority to the groups. When you press **OPickUp**, you connect to the ringing call in the pickup group with the highest priority.
- If you want to pick up the call on an extension other than your primary line, first press (an available line button) and then press a Call PickUp softkey.

Using a Shared Line

Your system administrator might assign a "shared" phone line to you. Typically, a shared line has two main uses:

- One person uses multiple phones—For example, your shared line is assigned to both your desk phone and a lab phone. An incoming call to the shared line rings on both phones and you can use either phone to answer the call.
- Multiple people share a line—For example, you are one of many people who can handle incoming calls on the shared line, or you are a manager who shares an extension number with your assistant.

Understanding Shared Lines

Remote-in-Use

If you have a shared line, you might see the remote-in-use icon on your phone screen: . This icon indicates that a co-worker is currently using the shared line. You can place and receive calls as usual on a shared line, even when the remote-in-use icon appears.

Sharing Call Information and Barging

Unless a co-worker who shares your line has the Privacy feature enabled, you can see information on your phone screen about calls that your co-worker places and receives on the shared line. This information might include caller ID and call duration. Conversely, when you are using a shared line, information about your call is displayed on the co-worker's phone screen.

When call information is visible in this way, you and co-workers can add yourselves to calls on the shared line using either the Barge or cBarge feature. Adding yourself to a call on a shared line is called *barging*. For more information about barging, see the "Adding Yourself to a Shared-Line Call" section on page 30.

Privacy

If you do not want co-workers who share your line to see information about your calls, enable the Privacy feature. Doing so also prevents co-workers from barging your calls. See the "Preventing Others from Viewing or Barging a Shared-Line Call" section on page 31.

Maximum Supported Calls on a Shared Line

The maximum number of calls that a shared line supports can vary by phone. Thus, at times you might not be able to make a new call on the shared line even if your co-worker can. For example, your phone supports a maximum of four calls on a shared line and your co-worker's phone supports five calls on the same line. If there are four calls on the line, the **NewCall** softkey is unavailable to you but available to your co-worker.

Adding Yourself to a Shared-Line Call

If you share a phone line, your system administrator might provide you with Barge or cBarge. You can use either feature to add yourself to an active call on your shared line. Typically, only *one* of these features will be configured for you.

If you want to...	Then...
See if a co-worker has an active call on the shared line	Look at the shared line number. When the line is in use from another phone, the remote-in-use icon appears: . If your co-worker has Privacy enabled, the **Barge** and **cBarge** softkeys are not available and you cannot barge the call. In this case, you cannot view information for the private call on your phone screen; however, you can still use the shared line to place and receive new calls.
View current calls on the shared line	Press for the shared line in use. All non-private calls appear on the call activity area.
Add yourself to a call on a shared line using the **Barge** softkey	Highlight a remote-in-use call on your phone screen and press **Barge**. (You may need to press the **more** softkey to display **Barge**.) Other parties hear a beep tone announcing your presence. When you hang up, the remaining parties hear a disconnect tone and the original call continues.
Add yourself to a call on a shared line using the **cBarge** softkey	Highlight a remote-in-use call on your phone screen and press **cBarge**. (You may need to press the **more** softkey to display **cBarge**.) Other parties hear a tone and brief audio interruption, and call information changes on the phone screen. Note that, unlike Barge, cBarge converts the call into a standard conference call, allowing you to add new conference participants to the call. (To learn more about conference features that you can use with cBarge, see the "Making Conference Calls" section on page 24.) When you hang up, the call remains a conference call (provided at least three participants remain on the line).

Tips

- **Barge** and **cBarge** softkeys are not available for private calls.
- You cannot barge an encrypted call if the phone you are using is not configured for encryption. When your barge attempt fails for this reason, your phone plays a fast busy tone. See the "Making and Receiving Secure Calls" section on page 32.
- You will be disconnected from a call that you have joined using **Barge** if the call is put on hold, transferred, or turned into a conference call.

Preventing Others from Viewing or Barging a Shared-Line Call

If you share a phone line, you can use the Privacy feature to prevent others who share the line from viewing your calls or barging your calls (adding themselves to calls on the shared line using the Barge or cBarge feature).

If you want to...	Then...
Prevent others from viewing or barging any calls on a shared line	Enable Privacy by pressing **Private**. When Privacy is on, this icon appears next to the Privacy feature button:
Allow others to view or barge any calls on a shared line	Disable Privacy by pressing **Private**. When Privacy is off, this icon appears next to the Privacy feature button:

Tips

- If a phone that shares your line has Privacy enabled, you can make and receive calls using the shared line as usual. However, you cannot add yourself to existing calls on the shared line, and the barge softkeys will not be available to you.
- The Privacy feature applies to all shared lines on your phone. Consequently, if you have multiple shared lines on your phone and Privacy is enabled, coworkers will not be able to view or barge calls on any of your shared lines.

Tracing Suspicious Calls

If you are receiving suspicious or malicious calls, your system administrator can add the Malicious Call Identification (MCID) feature to your phone. This feature enables you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

If you want to...	Then...
Identify a suspicious call	Press **MCID**. You will hear a special tone and see the message, "MCID successful" on your phone. The call remains active until you end the call.

Making and Receiving Secure Calls

Depending on how your system administrator has configured your phone system, your phone might support making and receiving secure calls.

Your phone is capable of supporting these types of calls:

- *Authenticated* call—The identities of all phones participating in the call have been verified.
- *Encrypted* call—The phone is receiving and transmitting encrypted audio (your conversation) within the Cisco IP network. Encrypted calls are also authenticated.
- *Non-secure* call—At least one of the participating phones or the connection does not support these security features, or the phones cannot be verified.

If you want to...	Then...
Check the security level of a call	Look for one of these security icons to the right of the call duration timer for a connected call: Authenticated call Encrypted call Neither security icon appears if the call is non-secure.
Determine if secure calls can be made in your company	Contact your system administrator.

Note There are interactions, restrictions, and limitations that affect how security features work on your phone. For more information, ask your system administrator.

Prioritizing Critical Calls

In some specialized environments, such as military or government offices, you might need to make and receive urgent or critical calls. These critical calls might require higher priority handling, such as being able to bypass other calls. If you have the need for this specialized call handling, your system administrator can add Multilevel Precedence and Preemption (MLPP) to your phone.

Keep these terms in mind:

- *Precedence* indicates the priority associated with a call.
- *Preemption* is the process of ending an existing, lower priority call while accepting a higher priority call that is sent to your phone.

If you...	Then...
Want to choose a priority (precedence) level for an outgoing call	Contact your system administrator for a list of corresponding precedence numbers for calls.
Want to make a priority (precedence) call	Enter the MLPP access number (provided by your system administrator) followed by the phone number.
Hear a special ring (faster than usual) or a special call waiting tone	You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.
Want to view the priority level of a call	Look for an MLPP icon on your phone screen: Low priority (priority) call Medium priority (immediate) call High priority (flash) call Highest priority (flash override) or Executive Override call Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (routine).
Want to accept a higher-priority call	Answer the call as usual. If necessary, end an active call first.
Hear a continuous tone interrupting your call	You or the other party are receiving a call that must preempt the current call. Hang up immediately to allow the higher priority call to ring through.

Tips

- When you make or receive an MLPP-enabled call, you will hear special ring tones and call waiting tones that differ from the standard tones.
- If you enter an invalid MLPP access number, a verbal announcement will alert you of the error.

Using a Handset, Headset, and Speakerphone

The table below describes how to use these devices.

If you want to...	Then...
Use the handset	Lift it to go off-hook; replace it to go on-hook.
Use a headset	Press to toggle headset mode on and off. (AutoAnswer users should see the "Using AutoAnswer with a Headset or the Speakerphone" section on page 35 for exceptions.) You can use the headset in conjunction with all of the controls on your phone, including and . See the "Obtaining a Headset" section on page 34 for headset purchasing information.
Use the speakerphone	Press to toggle speakerphone mode on or off. Many of the actions you can take to dial a number or answer a call will automatically trigger speakerphone mode, assuming that the handset is in its cradle and is not lit.
Switch to the speakerphone or headset (from the handset) during a call	Press or , then hang up the handset.
Switch to the handset (from the speakerphone or headset) during a call	Lift the handset. There is no need to push any buttons.

Tips

- See the "Connecting Your Phone" section on page 5 to locate the headset port.
- See the "Basic Call Handling" section on page 17 for detailed instructions about how to use the handset, headset, and speakerphone to place, answer, end, and otherwise handle calls.

Obtaining a Headset

Your phone supports four- or six-wire headset jacks. For information about purchasing headsets, see the "Headset Information" section on page 6 and go to the following URL: http://vxicorp.com/cisco

Using AutoAnswer with a Headset or the Speakerphone

You might use AutoAnswer if you receive a high volume of incoming calls or handle calls on behalf of others. Your system administrator configures AutoAnswer to work with either your speakerphone or headset. See the table below for details.

If you...	Then...
Use AutoAnswer with a headset	Keep headset mode active (in other words, keep illuminated) even when you are not on a call. To keep headset mode active, press **EndCall** to hang up (rather than pressing to end the call), then press **NewCall** or **Dial** when placing new calls. If your phone is set up to use AutoAnswer in headset mode, calls will be answered automatically only if is lit. Otherwise, calls will ring normally and you will need to manually answer them.
Use AutoAnswer with the speakerphone	Keep the handset in the cradle and headset mode inactive (in other words, keep unlit). If your phone is set up to use AutoAnswer in speakerphone mode, calls will be answered automatically using the speakerphone only if the above criteria are met. Otherwise, calls will ring normally and you will need to manually answer them.

Customizing Phone Settings

You can personalize your Cisco IP Phone by adjusting settings, as described in the tables below. Keep these tips in mind:

- Most settings are accessible on your phone, but a few are accessed online from your User Options web pages. See the "Logging In to the User Options Web Pages" section on page 41 for more information.
- If you want to revert to setting values that were originally coded into the phone at the factory, choose **> Default**. (You may need to press the **more** softkey to see **Default**.) Volume levels and values in the Contrast and Ring Type menus will be affected.
- If is not responsive, your system administrator might have disabled this button on your phone. Ask your system administrator for more information.

Adjusting the Volume

The table below describes how to adjust and save volume levels on your phone.

If you want to...	Then...
Adjust the volume level for a call	Press during a call or after invoking a dial tone. You can press **Save** to save this volume setting for future calls. Note that volume settings for the handset, speakerphone, and headset must be adjusted separately.
Adjust the volume level for the ringer	Press while the handset is in the cradle and the headset and speakerphone buttons are off. Continue pressing the button to increase or decrease the volume. The new ringer volume is saved automatically.

Customizing Rings and Message Indicators

You can customize the way that your phone indicates an incoming call or a new voice mail message for each of your lines. Customized ring sounds and other indicators can help you quickly differentiate between multiple lines. For example, you can choose a chirping sound to indicate an incoming call on Line 1 and a drumbeat to indicate an incoming call on Line 2.

If you want to...	Then...
Change the ring sound	Choose **> Ring Type**. Select a phone line or the default ring setting. Use the Navigation button to scroll through the ring types. Press **Play** to hear the selected ring type. When you find a ring sound that you want, press **Select**, then press **OK**. You can apply the default ring setting to a selected phone line by pressing **Default**.
Change the ring pattern (flash-only, ring once, beep-only, etc.)	Log in to your User Options web pages, select your device, then choose **Change the Ring Settings for your phone** from the main menu.
Change the way that the voice message light on your handset works	Log in to your User Options web pages, select your device, then choose **Change the Message Waiting Lamp policy...** from the main menu. Typically, the default system policy tells your phone to "always light" when you receive a new voice message.

Customizing the Phone Screen

You can adjust the contrast and the language for your phone screen.

If you want to...	Then...
Change the phone screen contrast	Choose **> Contrast**. Press **Up**, **Down** or , then press **OK**. Or press **Cancel** to revert to the previously saved setting.
Change the language on your phone screen	Log in to your User Options web pages, select your device, then choose **Change the Locale...** from the main menu. See the "Logging In to the User Options Web Pages" section on page 41 for more information.

Setting Up Speed Dial Features

Speed dial features allow you to press a button or enter an index code to place a call.

You can set up speed dialing for your phone in two ways:

- Speed dialing with a button—You can assign a speed dial number to any available programmable button on your phone that has not already been configured as a line, feature, or service button.
- Speed dialing with an index code—Using the Abbreviated Dialing feature, you can enter an assigned index number (1 to 99) rather than dialing the entire phone number.

Set up both types of speed dial features from your User Options web pages, as described in the table below. (See the "Logging In to the User Options Web Pages" section on page 41 for more information about your User Options pages.)

If you want to...	Then...
Add speed dial numbers to phone buttons	Log in to your User Options web pages, select your device, then choose **Add/Update Speed Dials** from the main menu. In the **Speed Dial Settings on Phone** section, enter a phone number and label for each available speed dial button. Enter the number exactly as you would dial it from your desk phone. For example, enter an access code such as 9 or the area code, if necessary. The label you enter appears next to the speed dial button on your phone screen.
Add speed dial numbers to use with Abbreviated Dialing	Log in to your User Options web pages, select your device, then choose **Add/Update Speed Dials** from the main menu. In the **Speed Dial Settings not associated with a phone button** section, enter a phone number and label for each available speed dial button. Enter the number exactly as you would dial it from your desk phone. For example, enter an access code such as 9 or the area code, if necessary.
Remove a speed dial number	Delete the phone number and label from either of the speed dial web pages.

Tips

- For details on making calls using either speed dial feature, see the "Placing a Call" section on page 17.
- Your system administrator can assign speed dial buttons to your phone and restrict the number of speed dial buttons that you can configure.

Using Voice Messaging, Call Logs, and Directories

This section describes how you can use feature buttons to access voice messages, call logs, and directories.

Accessing Voice Messages

Your company determines the voice message service that your phone system uses. For the most accurate and detailed information about this service, refer to the documentation that came with it. For a general overview of voice message service features, refer to the table below.

If you want to...	Then...
Set up and personalize your voice message service	Press and follow the voice instructions. If a pop-up messages menu appears on your phone screen, choose an appropriate menu item.
See if you have a new voice message	Look at your phone for the following indicators: • A steady red light on your handset. (This indicator can vary. See the "Customizing Rings and Message Indicators" section on page 37.) • A flashing envelope icon and text message on your phone screen.
Listen to your voice messages or access the voice messages menu	Press . Depending on your service, doing so either auto-dials your voice message service or provides a pop-up menu on your phone screen.
Send a call to your voice message system	Press **iDivert**. The iDivert feature automatically transfers a call (including a ringing or held call) to your voice message system. Callers will hear your voice message greeting and can leave you a message.

Using Call Logs and Directories

Your phone maintains logs of your missed, placed, and received calls. You can use the Directories button to view and dial from call logs. You can also access a corporate directory (if applicable).

If you want to...	Then...
View your call logs	Choose > **Missed Calls**, **Placed Calls**, or **Received Calls**. A maximum of 32 records is stored in each of these logs.
Dial from a call log	Choose a listing and go off-hook. If you need to edit the number displayed in the log, press **EditDial** followed by **<<** or **>>** to move the cursor or erase digits. Use the keypad to enter digits. If you want to dial from a call log while on an active call, scroll to a listing and press **Dial**. Then choose a softkey to handle the original call: • **Hold**—Puts the first call on hold and dials the second. • **EndCall**—Disconnects the first call and dials the second. • **Transf**—Transfers the first party to the second. (Press **Transf** twice.) • **Confrn**—Creates a conference call with all parties. (Press **Confrn** twice).
Erase your call logs	Press , then press **Clear**. Doing so erases your Missed, Placed, and Received call logs.
Dial from a corporate directory	Choose > **Corporate Directory** (exact name can vary). Search for a listing by entering letters with your keypad. (You can search using a partial name.) To dial from a listing, scroll to it and go off-hook. If you want to dial from a directory while on an active call, scroll to a listing and press **Dial**. Then choose a softkey to handle the original call: • **Hold**—Puts the first call on hold and dials the second. • **EndCall**—Disconnects the first call and dials the second. • **Transf**—Transfers the first party to the second. (Press **Transf** twice.) • **Confrn**—Creates a conference call with all parties. (Press **Confrn** twice).

Note If the network shuts down or is reset, you might lose information in your call logs.

Accessing Your User Options Web Pages

Because your Cisco IP Phone is a network device, it can share information with other network devices in your company, including your computer and web-based services accessible using a web browser on your computer.

You can establish phone services, and control settings and features from your computer using the Cisco CallManager User Options web pages. Once you configure features and services on the web pages, you can access them on your phone.

For example, you can set up speed dial buttons from your web pages, then access them on your phone.

This section describes how to access your User Option web pages and how to subscribe to phone services. For more details about the features you can configure and the phone services to which you can subscribe, refer to *Customizing Your Cisco IP Phone on the Web* at the following URL: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

Logging In to the User Options Web Pages

Procedure

Step 1 Obtain a User Options URL, user ID, and default password from your system administrator.

Step 2 Open a web browser on your computer and enter the URL (provided by your system administrator) and log on.

Step 3 From the general menu, select your device type (phone model) in the "Select a device" drop-down list.

After you make your selection, a context-sensitive menu appears with options appropriate for your device type.

Tips for Navigating the User Options Pages

- Select your device from the menu page to see all of your options.
- Click **Update** to apply and save your changes.
- Click **Return to the Menu** to get back to the context-sensitive menu.
- Click **Log Off** to exit the User pages.

Subscribing to Phone Services

Before you can access subscription phone services on your phone, you need to subscribe to them by using your computer to access the User Options web pages. (See the "Logging In to the User Options Web Pages" section on page 41 for help logging in.)

Phone services can include:

- Web-based information, such as stock quotes, movie listings, and weather reports
- Network data, such as corporate calendars and searchable directories
- Phone features, such as My Fast Dials and a Personal Address Book

Refer to the table below for more information.

If you want to...	Then do this after you log in and select your device type...
Subscribe to a service	From the main menu, choose **Configure your Cisco IP Phone Services**. Select a service from the "Available Services" drop-down list and click **Continue**. Enter more information upon request (such as a zip code or PIN), then click **Subscribe**.
Change or end subscriptions	From the main menu, choose **Configure your Cisco IP Phone Services**. Click a service in the "Your Subscribed Services" panel. Click **Update** after making changes, or click **Unsubscribe**.
Add a service to a programmable button	After subscribing to a service, choose **Add/Update your Service URL Buttons** from the main menu. For each available button, select a service from the drop-down list and enter a text description. Click **Update** after making changes. Your system administrator determines how many programmable buttons are available for services and might assign service buttons to your phone.
Access a service on your phone	Press on your phone. Or, if you have added a service to a programmable button, press (the programmable button) that corresponds to the service.
Learn how to use phone services	Refer to *Customizing Your Cisco IP Phone on the Web*: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

Understanding Additional Configuration Options

Your system administrator can configure your phone to use specific button and softkey templates along with special services and features, if appropriate. The table below provides an overview of some configuration options that you might want to discuss with your phone system administrator based on your calling needs or work environment.

Note You can locate User Guides and other documents listed in this table from the following URL: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

If you...	Then...	For more information...
Need to handle more calls on your phone line	Ask your system administrator to configure your line to support more calls.	Talk to your system administrator or phone support team.
Need more than one phone line	Ask your system administrator to configure one or more additional directory numbers for you.	Talk to your system administrator or phone support team.
Need more speed dial buttons	First make sure that you are using all of your currently available speed dial buttons. If you need additional speed dial buttons, try using Abbreviated Dialing or subscribing to the Fast Dial service. Ask your system administrator about the option of attaching a Cisco IP Phone 7914 Expansion Module to your phone.	See the: • "Setting Up Speed Dial Features" section on page 38 • "Subscribing to Phone Services" section on page 42 • *Cisco IP Phone 7914 Expansion Module Phone Guide*
Work with (or work as) an administrative assistant	Consider using: • The Cisco IP Manager Assistant service • a shared line	See the: • *Cisco IP Manager Assistant User Guide* • "Using a Shared Line" section on page 29
Want to use one extension for several phones	Request a shared line. This allows you to use one extension number for your desk phone and lab phone, for example.	See the "Using a Shared Line" section on page 29.

If you...	Then...	For more information...
Share phones or office space with co-workers	Consider using: • Call Park to store and retrieve calls without using the transfer feature • Call Pickup to answer calls ringing on another phone using your own phone • a shared line to view and add yourself to calls in progress • Cisco Extension Mobility to apply your phone number and user profile to a shared phone	Ask your system administrator about these features and see the: • "Advanced Call Handling" section on page 27 • "Using a Shared Line" section on page 29 • "Using the Extension Mobility Service" section in the document called *Customizing Your Cisco IP Phone on the Web*
Answer calls frequently or handle calls on someone's behalf	Ask your system administrator to set up the AutoAnswer feature for your phone.	See the "Using AutoAnswer with a Headset or the Speakerphone" section on page 35.
Need to make video calls	Consider using Cisco VT Advantage, which enables you to make video calls using your Cisco IP Phone, your personal computer, and an external video camera.	Contact your system administrator for assistance and see the *Cisco VT Advantage User Guide* and *Cisco VT Advantage Quick Start Guide*.
Want to temporarily apply your phone number and settings to a shared Cisco IP Phone	Ask your system administrator about the Cisco Extension Mobility service.	See the "Using the Extension Mobility Service" section in *Customizing Your Cisco IP Phone on the Web*.

Troubleshooting Your Phone

This section tells you how to access information about your Cisco IP Phone and phone calls to help your system administrator or technician diagnose problems with your phone.

If you are asked to...	Then...
Access network configuration data	Choose **> Network Configuration** and select the network configuration item that you want to view.
Access status data	Choose **> Status** and select the status item that you want to view.
Access phone model information	Choose **> Model Information**.

Note If is not responsive, your system administrator might have disabled this button on your phone. Ask your system administrator for more information.

Using the Quality Reporting Tool

Your system administrator may temporarily configure your Cisco IP Phone with the Quality Reporting Tool to help troubleshoot performance problems. You can use the **QRT** softkey to submit information about problem phone calls to your system administrator.

Depending on how your system administrator configured the Quality Reporting Tool for your phone, you can use the **QRT** softkey in one of two ways:

If you want to...	Then...
Quickly report an audio problem for a current call	While on the call, press **QRT**. (You might need to press **more** first.) Your phone system will collect and log audio data for the current call and route this information to your system administrator.
Report a problem with your phone calls	Press **QRT.** (You might need to press **more** first.) Select the problem you want to report from the list of problem categories. Some problem categories include a reason code that you can select to provide more details about the problem. Your phone will route this information to your system administrator.

Cisco One-Year Limited Hardware Warranty Terms

There are special terms applicable to your hardware warranty and various services that you can use during the warranty period. Your formal Warranty Statement, including the warranty applicable to Cisco software, is included on the Cisco Documentation CD and on Cisco.com. Follow these steps to access and download the *Cisco Information Packet* and your warranty document from the CD or Cisco.com.

1. Launch your browser, and go to this URL:

   http://www.cisco.com/univercd/cc/td/doc/es_inpck/cetrans.htm

   The Warranties and License Agreements page appears.

2. To read the *Cisco Information Packet*, follow these steps:
   a. Click the **Information Packet Number** field, and make sure that the part number 78-5235-02F0 is highlighted.
   b. Select the language in which you would like to read the document.
   c. Click **Go**.
   d. The Cisco Limited Warranty and Software License page from the Information Packet appears.
   e. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).

   Note You must have Adobe Acrobat Reader to view and print PDF files. You can download the reader from Adobe's website: http://www.adobe.com

3. To read translated and localized warranty information about your product, follow these steps:
   a. Enter this part number in the Warranty Document Number field:

      78-10747-01C0

   b. Select the language in which you would like to view the document.
   c. Click **Go**.

      The Cisco warranty page appears.

   d. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).

You can also contact the Cisco service and support website for assistance:

http://www.cisco.com/public/Support_root.shtml.

Duration of Hardware Warranty

One (1) Year

Replacement, Repair, or Refund Policy for Hardware

Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of a Return Materials Authorization (RMA) request. Actual delivery times can vary, depending on the customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

To Receive a Return Materials Authorization (RMA) Number

Contact the company from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Complete the information below, and keep it for reference.

Company product purchased from	
Company telephone number	
Product model number	
Product serial number	
Maintenance contract number	

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